

Notes from PA Monthly Call October 11, 2006

General Comments:

-There is an increase in scam emails circulating which PA's and cardholders should be aware of. The first is one from GE Money Cards and the other is from Pay Pal. As always any emails from either MasterCard or GE if you are not sure of the validity, please send them to the cca@doa.virginia.gov email and we will have GE verify.

-Any calls received from GE or MasterCard, if you are not 100% confident in who is calling you, always request their name and call the PA number for PA's or the cardholders can call the number on the back of their card.

- MasterCard will be performing a system upgrade on October 13th. This means that SAM will not be updated with data from 10/13 through 10/19. Please make sure you do not begin running reports for cycle close of 10/16 in SAM until you receive communication from DOA that SAM is up-to-date on all transactions.

- The 2006 GE User's Conference was held in California and we learned more great information on Fraud and tools of the system which will be brought to you in upcoming training and Charge Card Bulletins so stay tuned.

-The 2007 GE Annual User's Conference will be held September 9-12 in Park City Utah which is outside of Salt Lake City the headquarters of GE Card Programs. This is also the location of the Winter Olympics in 2002. This location will enable more GE staff from the Salt Lake office to attend and meet the clients. More information will be communicated in Bulletins as we approach the time next year. We also learned that the 2008 User's Conference will be on the East Coast and hopefully it will be in Virginia which will enable more of us to attend and take advantage of the great knowledge learned from the conference.

-SAM refresher training will be held on Wednesday, November 1st at 10am. Details on login will be sent out next week.

Open discussion:

Q: UMW– I have questions on 1099's but have not attended State training yet, should I hold those until training?

A: Yes, since we may cover some of the questions in the presentation of that topic..

Q: VCU – On looking in SAM under Cardholder Admin and Account Information, I see that the data there has been delayed more than a week in updates – what is the frequency of those updates?

A: Should be weekly but GE is verifying. As always if you see any issues, to provide a screen shot as a source for reaching the issue.

Q: SVHEC – When I login to SAM it tells me the database does not exist?

A: The database name is case sensitive and should be all lower case. The email with your login information has how you need to enter the data on the login page.

Q: TNCC – We are showing another vendor who is passing \$.01 in the Sales Tax field?

A: Provide the vendor information and copies of the bill/report and we will research.

Additional notation – Just a reminder to cardholders to never give cardholder account information to anyone who calls claiming they need this information. If cardholders receive such a call for their GE MasterCard, recommend that they hang up and contact the CRR number at 1-866-843-1368.